

Enterprise Incident Report Nov 2010

As of 12/1/2010

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
AGRC	15	1	16
	2	0	2
Customer Company Total	15	1	16
	2	0	2

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
AGRC	15 9	1 0	16 9
Customer Company Total	15 9	1 0	16 9

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
AGRC	15 1.86	1 0.00	16 1.74
Customer Company Total	15 1.86	1 0.00	16 1.74

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
AGRC	15 5	1 0	16 5
Customer Company Total	15 5	1 0	16 5

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
AGRC	15 16.30	1 0.00	16 15.28
Customer Company Total	15 16.30	1 0.00	16 15.28

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Detail

INC000000203282	Steven Gourley Capitol Desktop Support	None Brian Bintz	None AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.29 17.49
INC000000208061	Cindy Clark Capitol Desktop Support	Application Brian Bintz	Error AGRC	Microsoft Office Word Viewer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.21 2.22
INC000000209484	Matt Peters Capitol Desktop Support	Application Brian Bintz	Error AGRC	Microsoft Office Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.34 58.54
INC000000210470	Matt Peters Capitol Desktop Support	Network Brian Bintz	None AGRC	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.64 121.36
INC000000212935	Bert Granberg Capitol Desktop Support	Application Scott Wunderlich	Error AGRC	Microsoft Windows 7 Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 2.97
INC000000214307	Barry Biediger Capitol Desktop Support	PC/Laptop Brian Bintz	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.76
INC000000214926	Matt Peters Network Operations	None John Stevens	None AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.02
INC000000215632	Matt Peters Network Operations	Server Kelli Okumura	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 2.36
INC000000221218	Cindy Clark Metro B Hosting	Application Paul Engberson	Error AGRC	Microsoft Excel Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.78 1.78
INC000000221366	Matt Peters Capitol Desktop Support	PC/Laptop Brian Bintz	Hardware AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.95 18.96
INC000000222173	Scott T Davis Capitol Desktop Support	PC/Laptop Brian Bintz	Hardware AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.71 9.70
INC000000222797	Matt Peters Application Services	Mobile Devices Eva Cornish	Error AGRC	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.45
INC000000224594	Mike Heagin Help Desk	Network Sarah Johnson	Password AGRC	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000225093	Matt Peters Capitol Hosting	Server Dale Hicks	Performance AGRC	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225529	Spencer Jenkins Capitol Desktop Support	Network Peter Musser	Error AGRC	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 5.64
INC000000226248	Mike Heagin Help Desk	Application Vicky Marrelli	Password AGRC	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19